

ILLINOIS BELL
TELEPHONE COMPANY

SBC
Tariff

ILL. C.C. NO. 20	
PART 2	SECTION 11

PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

2nd Revised Sheet No. 359
Cancels
1st Revised Sheet No. 359

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 13. Measurement - Percent Mechanized Line Loss Notifications within one day of work completion

Definition

Percent mechanized line loss notifications returned within one day of the completion of work.

Exclusions

Line Loss Notifications that are delayed due to a telecommunications carrier cause that prevents the Company from completing the order and thus sending the line loss notification.

Business Rules

Days are calculated by subtracting the date the line loss notification was sent/made available to the losing telecommunications carrier from the work completion date. The date that the last service order associated with the winning telecommunications carrier's service request is provisioned is the work completion date. The calculation is based on business days, using a full 24-hour day. (T)

This measure includes all product/ordering scenarios for which loss notifications are to be sent according to the information documented on the CLEC On-Line website, including retail winbacks. (T)

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response times.

Calculation of the number of days between the day of work completion and the day line loss notification was sent/made available to the losing telecommunications carrier will exclude non-system processing days as documented on CLEC On-Line or communicated in advance via accessible letter. (T)

Levels of Disaggregation

- All (combination of two disaggregations below) (T)
- Company Winback (Company Retail is the "winning" carrier, telecommunications carrier is losing carrier) (N)
- Telecommunications carrier-to-telecommunications carrier (Telecommunications carrier A is "winning" carrier, Telecommunications carrier B is "losing" carrier) (N)

Issued: June 2, 2003

Effective: July 17, 2003

By Rhonda J. Johnson, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

ILLINOIS BELL
TELEPHONE COMPANY

SBC
Tariff

ILL. C.C. NO. 20

PART 2	SECTION 11
--------	------------

PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

1st Revised Sheet No. 359.1
Cancels
Original Sheet No. 359.1

1. PERFORMANCE MEASUREMENTS (cont'd)

<i>E. BUSINESS RULES (cont'd)</i>
--

Additional Measures (cont'd)

MI 13. Measurement - Percent Mechanized Line Loss Notifications within one day of work completion (cont'd)

<u>Calculation</u>	<u>Report Structure</u>	
(# of mechanized line loss notifications returned to the losing telecommunications carrier within one day of work completion ÷ total line loss notifications) * 100	Reported for telecommunications carrier, all telecommunications carriers, and the Company Affiliates	(T)
<u>Measurement Type</u>		
Tier 1 - Med		(T)
Tier 2 - Med		(T)
<u>Benchmark</u>		
97%; Remedies apply only to the "All" disaggregation. Company Winback and Telecommunications carrier-to-telecommunications carrier results are not separately subject to remedies		(T) (N) (N)

Issued: June 2, 2003

Effective: July 17, 2003

By Rhonda J. Johnson, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

1st Revised Sheet No. 359.2
Cancels
Original Sheet No. 359.2

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 13.1 Measurement - Average Delay Days for Mechanized Lined Loss Notifications

Definition

Average business days from completion of work to the date the line loss notification was sent/made available to the telecommunications carrier for line loss notifications that miss the standard of one business day.

Exclusions

Line Loss Notifications that are delayed due to a telecommunications carrier cause that prevents the Company from completing the order and thus sending the line loss notification.

Business Rules

Days are calculated by subtracting the date the line loss notification was sent/made available to the losing telecommunications carrier from the work completion date. The date that the last service order associated with the winning telecommunications carrier's service request is provisioned is the work completion date. The calculation is based on business days, using a full 24-hour day. Only those notifications that were sent/made available outside the one business day standard are included in this measure. (T)

This measure includes all product/ordering scenarios for which loss notifications are to be sent according to the business rules documented on CLEC On-Line website, including retail winbacks. (T)

Where telecommunications carrier accesses the Company - LEC's systems using a Service Bureau Provider, the measurement of the Company - LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Calculation of the number of days between the day of work completion and the day line loss notification was sent/made available to the losing telecommunications carrier will exclude non-system processing days as documented on CLEC On-Line or communicated in advance via accessible letter. (T)

/1/

/1/ Material now appears on 1st Revised Sheet 359.3 in this Section.

Issued: June 2, 2003

Effective: July 17, 2003

By Rhonda J. Johnson, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

ILLINOIS BELL
TELEPHONE COMPANY

SBC
Tariff

ILL. C.C. NO. 20

PART 2	SECTION 11
--------	------------

PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

1st Revised Sheet No. 359.3
Cancels
Original Sheet No. 359.3

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Additional Measures (cont'd)

MI 13.1 Measurement - Average Delay Days for Mechanized Lined Loss
Notifications (cont'd)

Levels of Disaggregation

- All (combination of two disaggregations below)
- Company Winback (Company Retail is the "winning" carrier, telecommunications carrier is losing carrier)
- Telecommunications carrier-to-telecommunications carrier (Telecommunications carrier A is "winning" carrier, Telecommunications carrier B is "losing" carrier)

(T)/1/

(N)

(N)

Calculation

Σ (Work completion date for line loss notifications sent outside the standard - Date LLN sent/made) ÷ (total line loss notifications sent outside the standard)

Report Structure

Reported for telecommunications carrier, all telecommunications carriers, and Company Affiliate

Measurement Type

Tier 1 - None
Tier 2 - None

Benchmark

Diagnostic

(T)

/1/ Material formerly appeared on Original Sheet 359.2 of this Section.

Issued: June 2, 2003

Effective: July 17, 2003

By Rhonda J. Johnson, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 2 - General Terms and Conditions
SECTION 11 - Performance Measurements

1st Revised Sheet No. 412
Cancels
Original Sheet No. 412

1. PERFORMANCE MEASUREMENTS (cont'd)

E. BUSINESS RULES (cont'd)

Attachment 3: Performance Measures Subject to Tier-1 and Tier-2
Damages/Assessments Identified as High, Medium and Low (cont'd)

Measurement Groups Subject To Tier-1 Damages			Measurement Groups Subject To Tier-2 Damages		
Low	Med	High	Low	Med	High

Additional Measures

124. Timely Resolution of Significant Software Failures Related With Releases	-	-	X	-	-	X	
124.1 Test Environment Availability	-	-	-	-	-	-	
MI 2 Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date	X	-	-	-	-	-	
MI 3 Coordination Conversions Completed Within One Hour of the Scheduled Time	-	-	-	-	-	-	
MI 4 Average Time to Provide a Collocation Arrangement	-	-	-	-	-	-	
MI 5 Structure Requests Completed Outside of Interval	-	-	-	-	-	-	
MI 9 Percent Missing FOCs	-	-	-	-	-	-	
MI 10 Percent Time-Out Transactions	-	-	-	-	-	-	
MI 11 Average Interface Outage Notification	-	-	-	-	-	-	
MI 12 Average Time to Clear Service Order Errors	-	-	-	-	-	-	
MI 13 Percent Mechanized Line Loss Notifications Returned Within 1 Day of Work Completion	-	X	-	-	X	-	(C)

Issued: June 2, 2003

Effective: July 17, 2003

By Rhonda J. Johnson, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606